PHASER® 750 COLOR PRINTER

User Guide



Tektronix®

www.tek.com/Color_Printers/

Tektronix®

Phaser® 750 Color Printer User Guide

071-0632-00 December 1999

Warranty

Printer Warranty

Tektronix warrants that the Phaser 750 Printer will be free from defects in materials and workmanship for a period of one (1) year from the date of shipment. If the product proves defective during the warranty period, Tektronix, at its option, will:

(1) repair the product by means of telephone support or on-site service at no charge for parts or labor,
(2) replace the product with a comparable product, or
(3) refund the amount paid for the product, less a reasonable allowance for usage, upon its return.

Under this product warranty, Customer must notify Tektronix or its authorized service representative of the defect before the expiration of the warranty period. To obtain service under this warranty, the Customer must first contact Tektronix Telephone Support personnel or that of its authorized service representative. Telephone Support personnel will work to resolve issues professionally and quickly, however the Customer must reasonably assist Tektronix or its authorized representative.

If telephone support is unsuccessful, Tektronix or its authorized service representative will provide warranty repair at Customer's site without charge as provided below.

- Service is available anywhere within the United States for products purchased in the United States
- Inside the European Economic Area, service is available within the customary on-site service area for products purchased in the EEA
- Outside the US & EEA, service is available within the customary on-site service area in the country of purchase

A description of the customary on-site service area may be obtained from the local Tektronix subsidiary or authorized Tektronix distributor. On-site service is at Tektronix or its authorized service representative's sole discretion and is considered an option of last resort.

If the Customer's product contains features that enable Tektronix or its authorized service representative to diagnose and repair problems with the product remotely, Tektronix may request that Customer allow such remote access to the product.

In the maintenance of the product, Tektronix may use new or equivalent to new parts or assemblies for equal or improved quality. All defective parts and assemblies become the property of Tektronix. Tektronix, at its option, may request the return of these parts.

Consumables Warranty

Tektronix warrants that the Customer Replaceable Consumables (CRCs) will be free from defects in materials and workmanship for a period of ninety (90) days (six (6) months where longer periods are required by law) from the date of installation, but not more than one (1) year from date of shipment. Under this warranty, the Customer must notify Tektronix or its authorized service representative of the defect before the expiration of the warranty period. TEKTRONIX MAY REQUIRE THAT THE DEFECTIVE CRC BE RETURNED TO A DESIGNATED TEKTRONIX DEPOT OR THE TEKTRONIX REPRESENTATIVE FROM WHICH THE CRC WAS ORIGINALLY PURCHASED. Claims will be handled according to the current Tektronix procedure.

These warranties shall not apply to any defect, failure or damage caused by improper use or improper or inadequate maintenance and care. Tektronix shall not be obligated under these warranties:

a) to repair damage resulting from attempts by personnel other than Tektronix representatives to install, repair or service the product unless directed by a Tektronix representative;
b) to repair damage, malfunction, or degradation of performance resulting from improper use or connection to incompatible equipment or memory;
c) to repair damage, malfunction, or degradation of performance caused by the use of non-Tektronix printer supplies or consumables or the use of Tektronix supplies not specified for use with this printer;
d) to repair a product or CRC that has been modified or integrated with other products when the effect of such modification or integration increases the time or difficulty of servicing the product or CRC;
e) to perform user maintenance or cleaning or to repair damage, malfunction, or degradation of performance resulting from failure to perform user maintenance and cleaning as prescribed by Tektronix in its published materials;
f) to repair damage, malfunction, or degradation of performance resulting from use of the product in an environment not meeting the operating specifications set forth in the user manual;
g) to repair this product after the limit of its duty cycle has been reached; all service thereafter shall be billed on a time and material basis;
h) to replace CRCs that have been refilled, are used up, abused, misused, or tampered with in any way.

THE ABOVE WARRANTIES ARE GIVEN BY TEKTRONIX WITH RESPECT TO THIS PRODUCT AND ITS CUSTOMER REPLACEABLE CONSUMABLES IN LIEU OF ANY OTHER WARRANTIES, EXPRESS OR IMPLIED. TEKTRONIX AND ITS VENDORS DISCLAIM ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE OR ANY SIMILAR STANDARD IMPOSED BY APPLICABLE LEGISLATION. TEKTRONIX' RESPONSIBILITY TO REPAIR, REPLACE, OR OFFER A REFUND FOR DEFECTIVE PRODUCTS AND CUSTOMER REPLACEABLE CONSUMABLES IS THE SOLE AND EXCLUSIVE REMEDY PROVIDED TO THE CUSTOMER FOR BREACH OF THESE WARRANTIES. TEKTRONIX AND ITS VENDORS WILL NOT BE LIABLE FOR ANY INDIRECT, SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES (INCLUDING LOSS OF PROFITS) IRRESPECTIVE OF WHETHER TEKTRONIX OR THE VENDOR HAS ADVANCE NOTICE OF THE POSSIBILITY OF SUCH DAMAGES.

For the software warranty please see the end user license agreement included with the software.

If you are an Australian consumer, you should be aware that the Trade Practices Act 1974 and equivalent State and Territory legislation (collectively "the Acts") contain special provisions designed to protect Australian consumers. Nothing in any Tektronix warranty material excludes or limits the application of any provision of any of the Acts, where to do so would contravene the Acts or cause any part of this warranty to be void. In this warranty material, an implied condition or warranty, the exclusion of which from a contract with a "Consumer" (as defined in the Acts) would contravene any provision of the Acts or cause any part or all of this warranty to be void, is called a "Non-excludable Condition". To the full extent permitted by law, Tektronix's sole and total liability to the customer for a breach of any Non-excludable Condition (including for any consequential loss suffered by the customer) is limited, except as otherwise stated herein, to (at Tektronix' option) replacing or repairing the goods, or resupplying, or paying the cost of the resupply of, the services, in respect of which the breach occurred. Subject to the above, all conditions and warranties which would or might otherwise be implied in a Consumer contract, whether by operation of statute, inference from circumstances, industry practice or otherwise, are excluded.

User safety summary

Terms in manual:
Caution: Conditions that can result in damage to the product.
Warning: Conditions that can result in personal injury or loss of life.

Use proper power source: Do not operate this product from a power source that applies more than the voltage specified. To avoid fire hazard, use only the power cord specified for this product. In hospital applications, grounding reliability can only be achieved by the use of a hospital grade power cord, and the equipment is connected to an equivalent receptacle marked “hospital only” or “hospital grade.”

Operation of product: There are no user-serviceable parts inside the product. Avoid electric shock by contacting a qualified service technician to repair the product. Do not operate without the covers and panels properly installed. Do not operate in an atmosphere of explosive gases or flammable mixtures.

Safety instructions: Read all installation instructions carefully before you plug the product into a power source.

Terms on product:
CAUTION: A personal injury hazard exists that may not be apparent. For example, a panel may cover the hazardous area. Also applies to a hazard to property including the product itself.
DANGER: A personal injury hazard exists in the area where you see the sign.

Care of product: Disconnect the power plug by pulling the plug, not the cord. Disconnect the power plug if the power cord or plug is frayed or otherwise damaged, if you spill anything into the case, if product is exposed to any excess moisture, if product is dropped or damaged, if you suspect that the product needs servicing or repair, and whenever you clean the product.

Ground the product: Plug the three-wire power cord (with grounding prong) into grounded AC outlets only. For protection against electric shock, this product is classified Class I, and Type B where applicable.

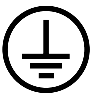
Location of product: Place the printer in a well ventilated area.

Symbols as marked on product:

DANGER high voltage:



Protective ground (earth) terminal:



Hot surface on or in the printer. Use caution to avoid personal injury:





Use caution. Refer to the manual(s) for information:



Warning

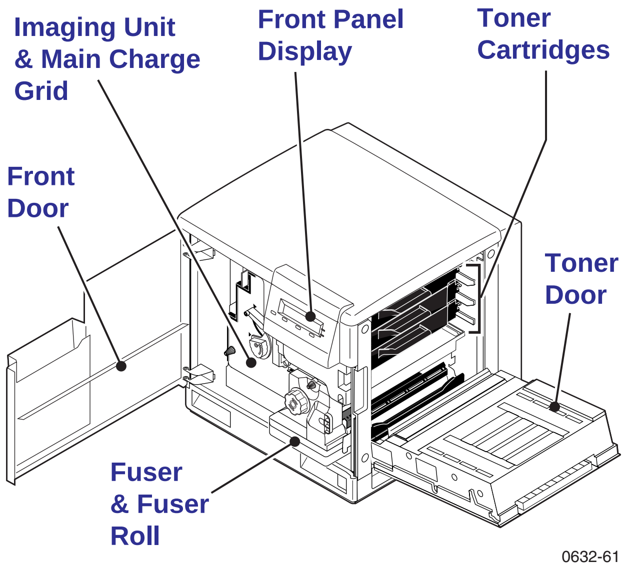
If the product loses the ground connection, usage of knobs and controls (and other conductive parts) can cause an electrical shock. Electrical product may be hazardous if misused.

Warning

For your protection, do not defeat any interlocks.

Contents

Tektronix Supplies and Accessories

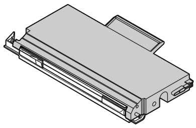


Note

Inside the printer, all handles, knobs, and other features that the user interacts with are blue.

When the front panel prompts you that a supply is low or needs to be replaced, make sure that you have replacements on hand. To order supplies and accessories, contact your local dealer or visit the Tektronix web site:

www.tek.com/Color_Printers/supplies/



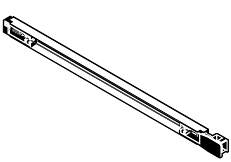
33100-33

High Capacity Toner Cartridges

Item	Part Number
Cyan	016-1800-00
Magenta	016-1801-00
Yellow	016-1802-00
Black	016-1803-01

Standard Toner Cartridges

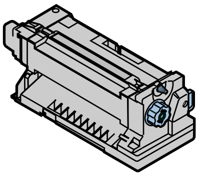
Item	Part Number
Cyan	016-1804-00
Magenta	016-1805-00
Yellow	016-1806-00
Black	016-1807-01



0236-44

Main Change Grid

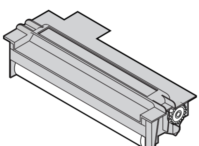
Item	Part Number
Main Charge Grid	016-1665-00



33100-35

Fuser

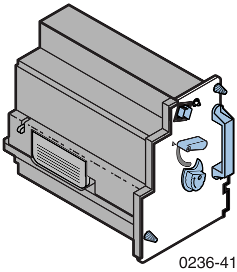
Item	Part Number
110 volt	016-1839-00
220 volt	016-1840-00



33100-36

Fuser Roll and Cleaning Pad

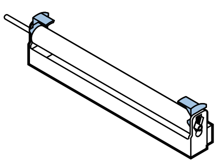
Item	Part Number
Fuser Roll (with Cleaning Pad)	016-1843-00
Fuser Cleaning Pad	116-0329-00



0236-41

Imaging Unit

Item	Part Number
Imaging Unit (Color Imaging Kit)	016-1841-00



0236-43

Transfer Kit

Item	Part Number
Transfer Kit	016-1842-00

Tektronix Professional Printing Paper

Item	Size	Description	Part Number
Premium Color Printing Paper	A/Letter (U. S.) 8.5 x 11 in.	500 sheets	016-1368-00
Premium Color Printing Paper	A4 (Metric Letter) 210 x 297 mm	500 sheets	016-1369-00
Glossy Coated Paper	A/Letter (U. S.) 8.5 x 11 in.	100 sheets	016-1704-00
Glossy Coated Paper	A4 (Metric Letter) 210 x 297 mm	100 sheets	016-1705-00
Premium Cover Paper	A/Letter (U. S.) 8.5 x 11 in.	100 sheets	016-1823-00
Premium Cover Paper	A4 (Metric Letter) 210 x 297 mm	100 sheets	016-1824-00

Tektronix Transparency Film

Item	Size	Description	Part Number
Premium	A/Letter (U. S.) 8.5 x 11 in.	50 sheets	016-1427-00
Premium	A4 (Metric Letter) 210 x 297 mm	50 sheets	016-1428-00
Standard	A/Letter (U. S.) 8.5 x 11 in.	50 sheets	016-1431-00
Standard	A4 (Metric Letter) 210 x 297 mm	50 sheets	016-1432-00

Tektronix Color Laser Labels

Size	Description	Part Number
A/Letter (U. S.) 8.5 x 11 in.	100 sheets / 30 labels per sheet 1.0 x 2.625 in. labels	016-1695-00
A/Letter (U. S.) 8.5 x 11 in.	100 sheets / 6 labels per sheet 3.33 x 4.0 in. labels	016-1696-00

Tektronix Color Laser Labels

Size	Description	Part Number
A4 (Metric Letter) 210 x 297 mm	100 sheets / 14 labels per sheet 38.1 x 99.1 mm labels	016-1688-00
A4 (Metric Letter) 210 x 297 mm	100 sheets / 8 labels per sheet 67.7 x 99.1 mm labels	016-1689-00

Paper Trays

Item	Paper Capacity	Part Number
A/Letter (U. S.)	250 sheets	436-0282-02
A4 (Metric Letter)	250 sheets	436-0283-02
U. S. Legal	250 sheets	436-0314-02

Transparency Trays

Item	Part Number
A/Letter (U. S.)	436-0284-02
A4 (Metric Letter)	436-0285-02

Printer Station

Features	Part Number
■ Ergonomic surface height ■ Provides storage for supplies	ZCARTA

Internal Hard Drive

Feature	Part Numbers
■ Adds collation ■ User documentation on disk ■ Enhanced Job Accounting ■ Enhanced PhaserLink features	Z750HD

Automatic Duplex/Lower Tray Assembly

Features	Part Number
■ *Automatic* duplex with the Duplex Unit ■ Lower Tray Assembly with: ■ 1 Paper Tray ■ 1 Transparency Tray ■ Increased paper-printing capacity ■ Increased printing versatility and convenience.	U.S./Standard: ZDPLX Option 00 Metric: ZDPLX Option 01

PhaserShare® Token Ring Network Card

Features	Part Number
■ Easy to install ■ Token Ring connectivity	ZNBTR

Additional memory

Feature	Part Numbers
Improved performance	
■ 64 Mbytes	ZMC64
■ 128 Mbytes	ZMC128

Print Quality Modes

You can select the Print Quality mode in the follow ways:

1. From the software driver. (This always overrides the front panel setting.)
2. From the printer's front panel. Press **Menu,** scroll to **Print Quality,** press **Menu,** and select a **Print Quality Mode.**

Black and White	Converts all colors to black, white, and shades of gray. Prints at 1200 x 600 dpi.
Fast Color	Fastest color print mode. Prints at 600 x 600 dpi using only the cyan, magenta, and yellow toners; black is a composite color. Not recommended for black text.
Standard	General-purpose mode for color printing. Prints at 600 x 600 dpi using all four color toners. Transparencies are always printed in Standard mode even if another mode is selected.
Enhanced	Produces superior text resolution and smooth colors. Prints at 1200 x 600 dpi.
Premium	Produces the highest-quality color prints at 1200 x 1200 dpi. Available only on **750P, 750DP,** and the **750DX** configurations.

TekColor™ Color Corrections

You can select the TekColor™ Color Correction mode in the following ways:

1. From the software driver. (This always overrides the front panel setting.)
2. From the printer's front panel. Press **Menu,** scroll to **Print Quality,** press **Menu,** and select a **TekColor™ Color Correction.**

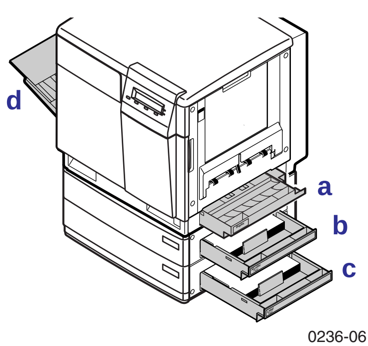
Automatic	Optimizes colors for each element (text and graphics) on the page. Best all-purpose selection.
None	No color correction applied. Use with printer specific (i.e., using the printer's PANTONE® Color chart) PANTONE® Colors or when no correction is desired.
Vivid Color	Produces the brightest possible colors. Makes blue colors appear less purple. Use when printing transparencies.
sRGB Display	Closest match to computer screen colors.
SWOP Press	Specification for Web Offset Publications. Use to match U. S. press standards.
Euroscale Press	Use to match equivalent Imation Matchprint® proofs.
Commercial Press	Use to match commercial Imation Matchprint® proofs. Best choice for comps.
DIC	Use to match Dai Nippon printing inks on coated paper.
Toyo	Use to match commercial Toyo printing inks on coated paper.
Use Printer Setting	Uses the selection made at the printer's front panel. To set a printer default TekColor correction: ■ At the **READY** menu, press **Menu.** ■ Scroll to **Print Quality,** press **Menu.** ■ Scroll to **TekColor Correction,** press **Menu.** ■ Scroll to the correction, press **OK.**

Paper Tips

Caution

Do not use any media designed for inkjet printers, especially inkjet coated paper and inkjet transparencies. Inkjet media is coated with a substance that will damage the fuser. Tektronix does not furnish warranty service for damage or malfunction caused by the use of non-Tektronix supplies or consumables. Always use Tektronix media that has been specially designed for use with Tektronix Laser Printers.

- To prevent *Jam-Wrong Media* errors, load only paper in the PAPER tray and Tektronix transparencies in the TRANSPARENCY tray or Multi-Purpose tray.
- If you have the Automatic Duplex/Lower Tray Assembly:
  - Insert the Duplex Unit *only* in the upper (**a**) slot.
  - Insert the TRANSPARENCY tray *only* into the middle (**b**) tray slot.
  - Insert the PAPER tray into the middle (**b**) or lower (**c**) slot.
- Always use the Multi-Purpose Tray (**d**) for specialty media.



- When loading the Multi-Purpose Tray, the front panel automatically prompts you to select the media type and media size.

- When you select a media tray by *location* (**Upper, Middle, Lower, Multi-Purpose Tray**), the printer picks from that tray, *regardless of the tray's media type or size*.
- Always keep media in a sealed package to avoid the effects of humidity, which can affect print quality.

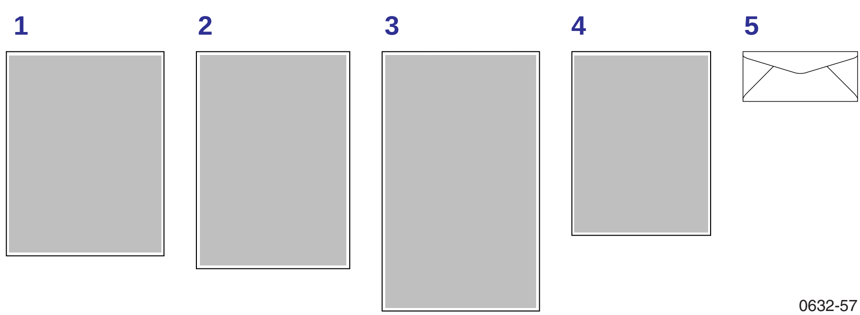
Letterhead

- For printing letterhead:
  - In the PAPER tray put this material ***face-down.***
  - In the Multi-Purpose Tray put this material ***face-up.***

Supported page sizes and image area

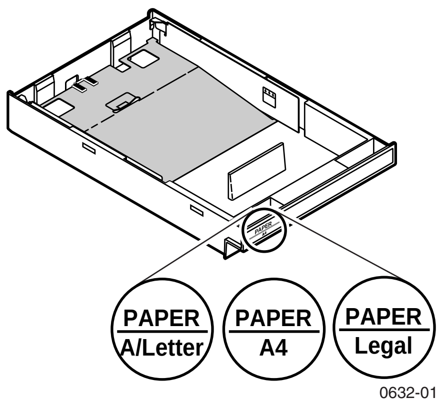
The printer supports five media sizes, which you select in the **Print** screen (using a supported printer driver).

			Margins	
Media	**Page size**	**Print area**	**Top / Bottom**	**Sides**
1 Letter	8.5 x 11 in.	8.21 x 10.56 in.	.22 in.	.14 in.
2 A4	210 x 297 mm	200 x 287 mm	5 mm	4.8 mm
3 Legal	8.5 x 14 in.	8.2 x 13.5 in.	.23 in.	.14 in.
4 Executive	7.25 x 10.5 in.	6.93 x 10.31 in.	.22 in.	.15 in.
5 #10 Envelope	4.13 x 9.5 in. (104.8 x 241.3 mm)	3.8 x 9.2 in. (96.5 x 233.7 mm)	.16 in. (4.1 mm)	.14 in. (3.6 mm)



Paper and Transparency Trays

Paper Tray



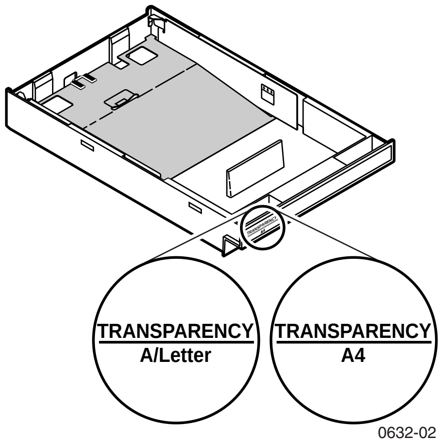
- 250-sheet capacity
- 60 - 90 g/m^2 (16 - 24 lb.)
- Use Tektronix Premium Color Printing Paper or Premium Laser Bond Paper for best results.
- Paper only. Do not load transparencies.

Note

Load only laser paper in the paper trays. Specialty papers such as Tektronix Glossy Coated Paper, Tektronix Premium Cover Paper, envelopes, and Tektronix Laser Labels must be loaded in the Multi-Purpose Tray.

Do not use transparency in the PAPER tray. This will result in a *Jam-Wrong Media* error.

Transparency Tray



- Use only Tektronix transparencies. See *page 1* for supplies ordering information. For information on Tektronix transparencies, visit the Tektronix web site:

  www.tek.com/Color_Printers/products/supplies/trans/index.html

- Install the transparency tray only in the printer's upper or middle tray slots. If this tray is installed in the lower tray slot, a front panel error occurs that stops the print job. The transparency tray must then be moved to the upper or middle tray slot.

Caution

Use of non-Tektronix transparencies can damage printer components or produce poor image quality.

Do not load paper in the Transparency tray, this will result in a *Jam-Wrong Media* error.

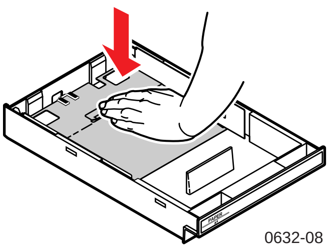
- Tektronix transparencies
  - Use only Premium or Standard Tektronix transparencies (see *page 1* for supplies ordering information)
  - 100-sheet capacity

Loading Paper or Transparency Tray

Note

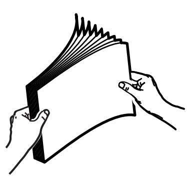
Place the side to be printed (for example, letterhead paper) **face-down** under the hooks.

1. Push down on the tray’s metal plate until it clicks, locking it in place.



0632-08

2. Fan the media to release sheets that are stuck together.



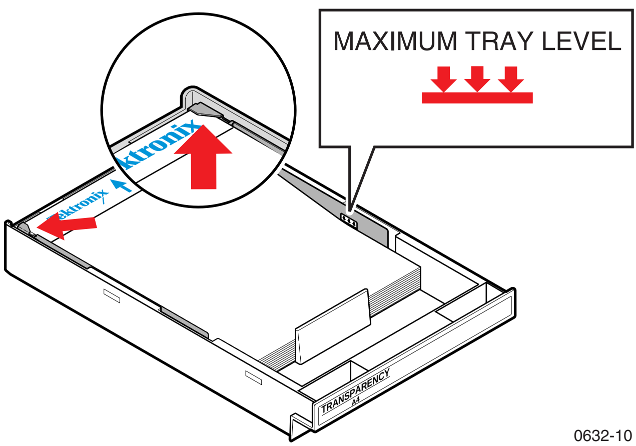
0632-09

3. Place the media in the tray under the hooks.

Caution

Keep the media level below the indicator on the tray's label; otherwise, the printer may jam or be damaged.

- **Letterhead:** Load this material ***face-down*** under the tray hooks.
- **Transparencies:** Place the Tektronix logo strip ***face-up*** under the transparency tray hooks. Use Tektronix transparencies only.



4. Tray capacity:
   a. Paper tray 250 sheets
   b. Transparency tray 100 sheets
5. Insert the tray.
   - For tray placement guidelines, see *page 10*.

Multi-Purpose Tray

Overview

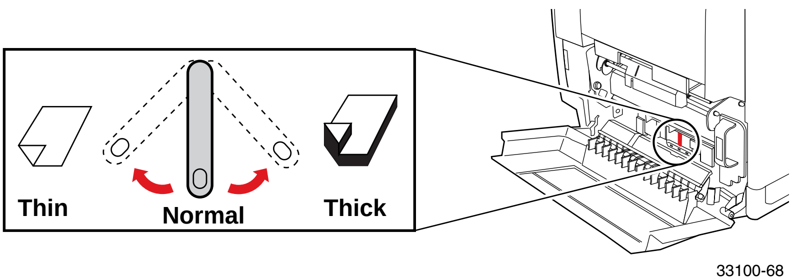
Always use the Multi-Purpose Tray for speciality media; it supports the following media types:

Supported Media	Tray capacity	Media thickness switch
Paper and Paper 2nd Side 75-105 g/m^2, (20-28 lb.)	100 sheets	Thin
Tektronix Transparency Film	50 sheets	Normal
Tektronix Glossy Coated Paper	30 sheets	Normal
Heavy paper: ■ Cover Stock ■ 120-163 g/m^2), (40- 60 lb.) ■ Index Stock ■ 120-163 g/m^2, (60- 90 lb.) ■ Card Stock ■ 120-163 g/m^2, (32- 40 lb.)	30 sheets	Thick
Tektronix Color Laser Labels	30 sheets	Thick
#10 Envelopes	10 envelopes	Thick

Note

For the best coverage when using laser paper heavier than 105 g/m^2 (28 lb.) in the Multi-Purpose Tray, select **Heavy Paper** as the media type.

If the printer experiences frequent media jams at the Multi-Purpose Tray, move the Media Thickness Switch to a thicker setting. If the printer experiences frequent double-feed errors at the Multi-Purpose Tray, move the Media Thickness Switch to a thinner setting.

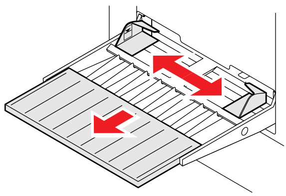


Note

The printer prompts you for the paper type and size. If the wrong media is selected, the printer's front panel displays a *Jam-Wrong Media* message.

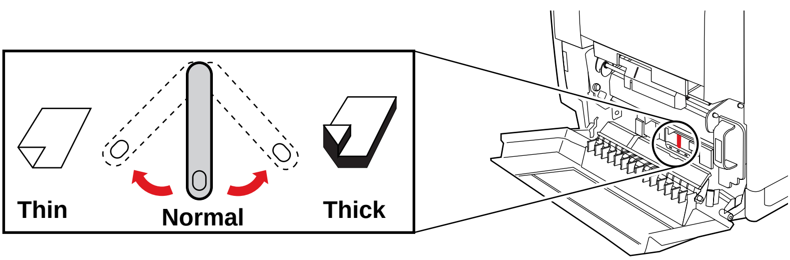
Loading the Multi-Purpose Tray

1. Pull out the slide and adjust the guides for the width of the media.



0632-11

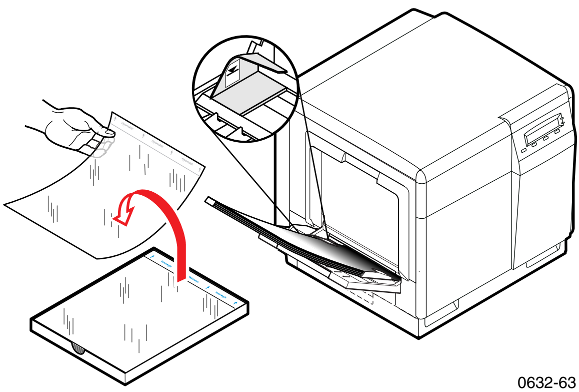
2. Adjust the **Media Thickness** switch for the media you are using (see *page 17*).



33100-68

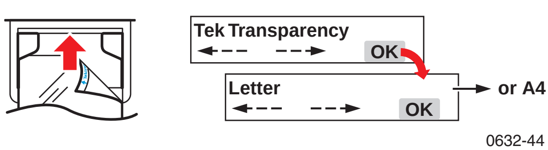
3. Insert the media:

- For Tektronix Transparencies place the ***Tektronix strip facing down*** and refer to *page 23*.
- For Tektronix Color Laser Labels, place ***face-up*** and refer to *page 28*.
- For envelopes, place ***face-up*** and refer to *page 25*.
- For letterhead, place ***face-up*** and refer to *page 11*.

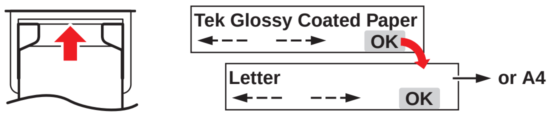


4. The front panel prompts you to select the media type and then the media size:

Tektronix Transparency

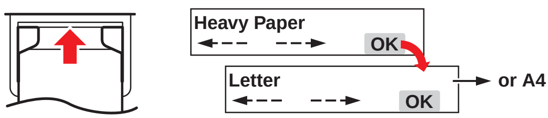


Tektronix Glossy Coated Paper



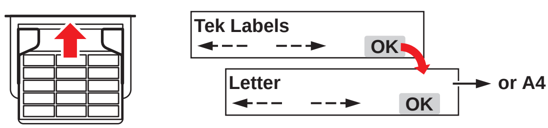
0632-45

Tektronix Premium Cover Paper



0632-64

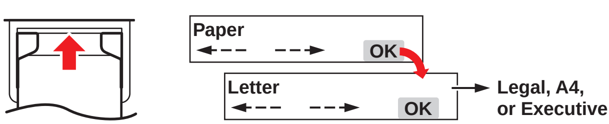
Tektronix Color Laser Label



0632-47

Paper

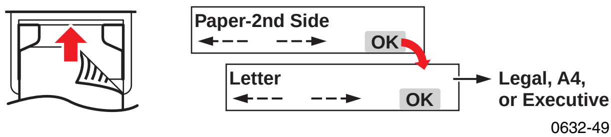
- Letterhead
- Office Laser Paper
- Standard paper and letterhead 75 - 105 g/m^2 (20 - 28 lb.)



0632-48

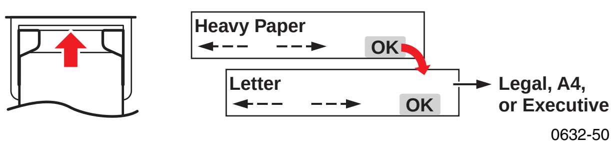
Paper 2nd Side

- Standard paper and letterhead 75 - 105 g/m^2 (20 - 28 lb.)

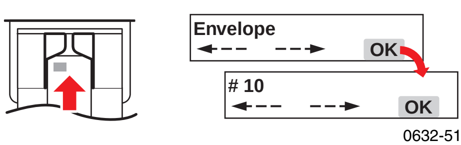


Heavy Paper

- Cover Stock 120-163 g/m^2 (60 lb.)
- Index Stock 120-163 g/m^2 (90 lb.)
- Card Stock 120-163 g/m^2 (40 lb.)



Envelope #10

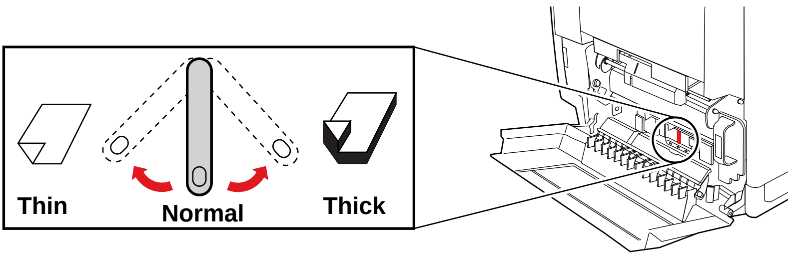


5. In the **Print** screen (using a supported driver), select **Multi-Purpose Tray.** Send the job to the printer.

Loading Special Media

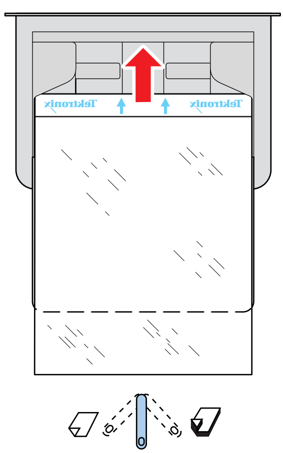
Tektronix Transparencies

1. Set the Media Thickness Switch to **Normal.**



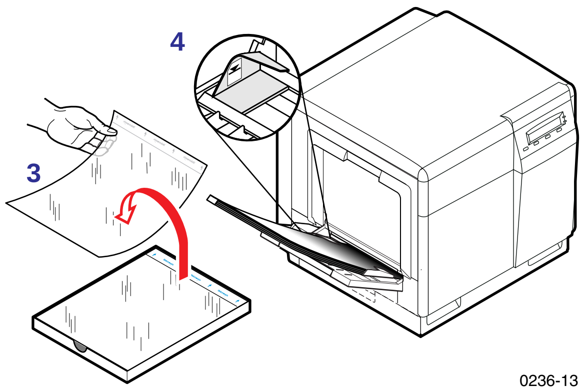
33100-68

2. Adjust the tray's guides for the width of your Tektronix Transparencies.
3. Insert the transparency with the logo strip ***face-down,*** entering the printer ***first.***

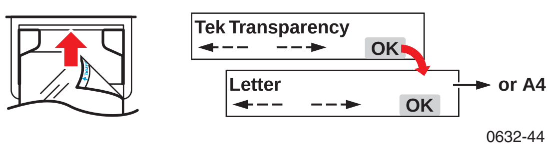


0632-16

4. Fill the Multi-Purpose Tray to the level indicator on the guide (maximum capacity is **50** sheets).



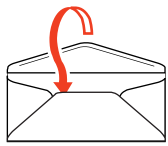
5. At the front panel's media type prompt, scroll to **Tek Transparency** and press **OK.** Scroll to the media size **Letter** or **A4.**



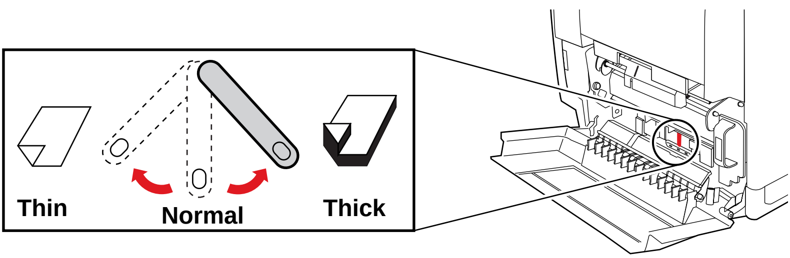
6. In the application's **Print** screen under **Tray Selection** or **Paper Source,** depending on the driver, select the **Multi-Purpose Tray** and send the job to the printer.

Printing #10 Envelopes

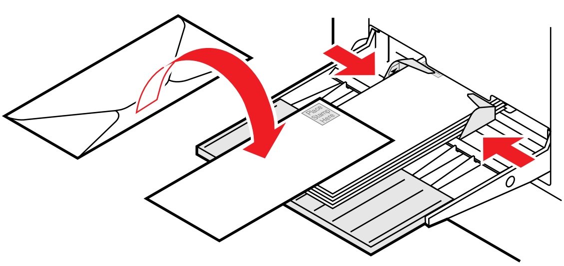
1. Prepare each envelope: tuck in the envelope flap.



2. Adjust the printer's media thickness switch to **Thick.**



3. Adjust the printer's media guides for the width of your envelopes.

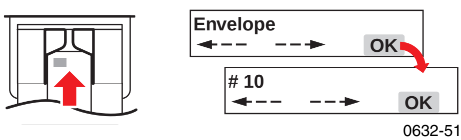


4. Insert the envelopes (maximum capacity is 10):
   a. Short end enters ***first.***

b. Side to be printed is ***face-up.***

c. The edge where you place the stamp enters the printer ***first*** in some applications; make a test print before proceeding.

5. At the front panel prompt, scroll to **Envelope** then scroll to **#10** and press **OK.**



6. In your application create a document with these measurements:
   - Width: (104.1 mm), 4.13 in.
   - Length: (241.3 mm), 9.5 in.
   - Margins: (5 mm), 0.2 in.
7. Access the **Page Setup** menu and make these selections:
   - Paper Size: #10 Envelope
   - Orientation: Landscape
8. In the **Print** screen, use the supported printer driver, and make this selection:
   - Paper Source: Multi-Purpose Tray
9. Send the job to the printer.

Guidelines for envelope printing:

Caution

Never use envelopes with windows or metal clasps; they will damage the printer. Use envelopes that are at least #10-size. (4.13 x 9.5 in. /104.8 x 241.3 mm)

- Do not print on the envelope's back side.
- Keep unused envelopes in their packaging to avoid the effects of moisture and dryness, which can affect print quality and cause wrinkling.
- Many applications include a tool for creating an envelope document. For example, Microsoft Word includes an **Envelopes and Labels** feature under the Tools menu. Make sure that you select **Face Up;** select the feed method icon showing the stamp end entering the printer first, with the image centered; and unselect **Clockwise Rotation.**
- Print a maximum of ten envelopes at a time.
- Use envelopes that are at least #10-size (4.13 x 9.5 in. / 104.1 x 241.3 mm).
- No plastic windows or metal clips.
- No exposed gummed surfaces.
- Single-sided printing only.
- Keep unused envelopes in their original packaging.

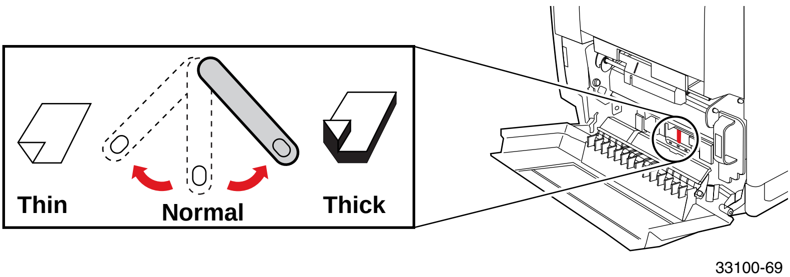
Note

This printer is not made to handle high-capacity production envelope printing. **Envelopes may wrinkle** depending on weight and stiffness of the envelope.

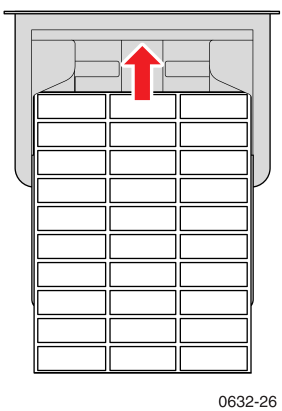
Printing on Tektronix Color Laser Labels

At the printer:

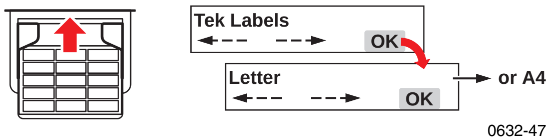
1. Adjust the printer's media thickness switch to **Thick.**



2. Insert the label sheets (maximum capacity is **30** sheets):
   a. Side to be printed is ***face-up.***
   b. The top of the sheet enters the printer ***first.***



3. At the front panel prompt, scroll to **Tek Labels** and press **OK,** then scroll to the media size **Letter** or **A4.**



Labels

In the application:

Note

For printing Tektronix Color Laser Labels, you can use common software settings.

4. If your application has a setting for Avery® labels, use it as a template. Otherwise, refer to the instructions included with the labels for margin settings. Use the Avery template for the Tektronix labels.

Labels

Template	Tektronix Labels
	Letter:
5160	016-1695-00 (30 per sheet)
5164	016-1696-00 (6 per sheet)
	A4:
L7163	016-1688-00 (14 per sheet)
L7165	016-1689-00 (8 per sheet)

5. In the **Print** screen, use the supported print driver, and select:

- Paper Source: **Multi-Purpose Tray** and send the job to the printer.

Guidelines for printing on labels:

- Use Tektronix Color Laser Labels.
- If any of the labels on a sheet are missing, do not use that sheet; it may damage printer components.
- When selecting **Tek Label** as the media type, the printer requires that room temperature be cooler than 27 degrees C (81 degrees F). If the temperature is above this, the printer reports an error and stops printing.

Automatic 2-Sided Printing

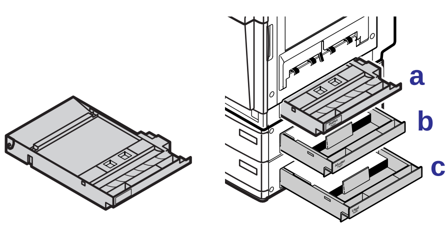
Caution

Never put media in the Duplex Unit; the printer reports a media jam.

Use only laser bond paper for automatic two-sided printing in the paper tray. **Do not use** any special media (glossy coated paper) to print automatic two-sided printing. Two-sided printing can be done manually; refer to *Manual 2-Sided Printing From the Multi-Purpose Tray* on page 35.

Automatic two-sided printing requires that the Lower Tray Assembly be installed.

1. Make sure that the Duplex Unit is inserted in the printer's upper (**a**) slot.



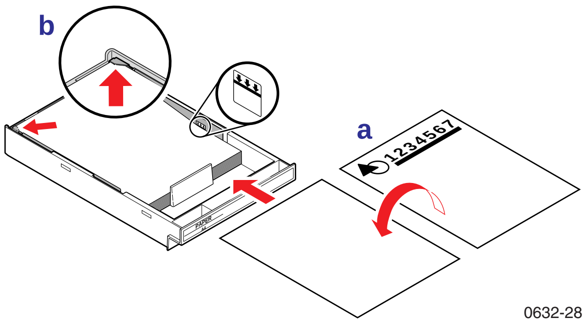
2. Load 75 - 90 g/m^2 (20 - 24 lb.) paper in the paper tray.

   If you are using pre-printed paper, such as letterhead:

   a. Place the **first side to be printed *face-down.***

2-Sided Prints

b. Place the top of the page under the paper tray's hooks. This example shows letterhead paper.



0632-28

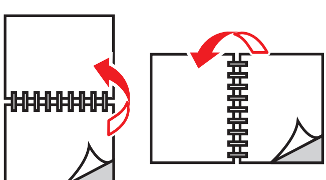
3. Insert the paper tray in the printer's middle (**b**) or lower (**c**) tray slots.

Note

For best results with two-sided printing, use 90 g/m^2 (24 lb.) laser paper.

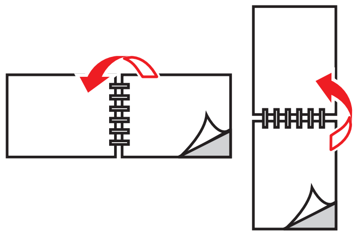
4. Decide on a binding preference (how the page turns) for Step 5:

a. Long-Edge binding or uncheck **Bind on top edge.**



0632-29

b. Short-Edge binding or check **Bind on top edge.**



0632-30

5. In the **Print** screen, select the **2-Sided Printing** option and a binding preference:

PC Drivers:

Windows 95/ Windows 98

a. From the **File** menu, select **Print.**
b. Click **Properties.**
c. Click the **Setup** tab.
d. Click **Print on 2-Sides** option.
e. Check or uncheck **Bind on top edge.**

Windows NT4

a. **Start/Settings/Printers.**
b. Right-mouse-button-click on your printer's icon.
c. From the pop-up menu, select **Document Defaults.**
d. Click the **Advanced** tab.
e. Under **Paper/Output,** select **Print on Both Sides.**
f. Select **Long Side** or **Short Side.**

Macintosh Drivers:

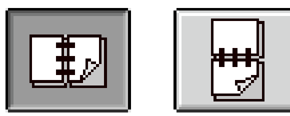
LaserWriter 8.6

a. From the **File** menu, select **Print.**

b. From the pull-down menu, choose **Layout.**

c. Select **Print on Both Sides.**

d. Select a binding preference.



LaserWriter 8.3.4

a. From the **File** menu, select **Print.**

b. Click the **Options** button.

c. Select **2-Sided Printing**.

d. Select **Short-Edge Binding** or **Long-Edge Binding.**

6. Send the job to the printer.

Manual 2-Sided Printing From the Multi-Purpose Tray

Side 1

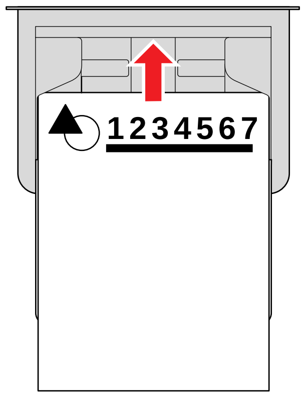
Caution

Use only laser bond paper for the automatic two-sided printing in the paper trays. The Multi-Purpose tray should be used for manual two-sided printing on Tektronix Premium Color Printing Paper, Tektronix Glossy Coated Paper, or Heavy Paper. Two-sided printing on specialty media can shorten component life. For opacity and feed reliability, use laser paper that is 90 g/m^2 (24 lb. bond). For best results, do not use heavy toner coverage on Side 1 of a manual 2-Sided Print; also, increase the top margin on Side 1 to at least 12mm (or .5 in.).

- For a multi-page document, print **odd-numbered pages for Side 1.** (This selection is application-specific).

1. Set the media thickness switch; refer to *page 17* for the correct setting.

2. Insert paper with the **side to be printed *face-up.*** This example shows letterhead paper.



32564-06

3. In the printer's front panel, select the media type and size at the prompt.

Front Panel	Media Type
Paper	■ Standard laser paper, 75-105 g/m^2 (20-28 lb.)
Tektronix Glossy Coated Paper	■ Tektronix Glossy Coated Paper
Heavy Paper	■ Card stock, 120 - 150 g/m^2 (32 - 40 lb.) ■ Cover stock, 120 - 150 g/m^2 (40 - 54 lb.) ■ Index stock, 120 - 150 g/m^2 (60 - 80 lb.) ■ Heavy laser paper, 120 - 150 g/m^2 (32 - 40 lb.)

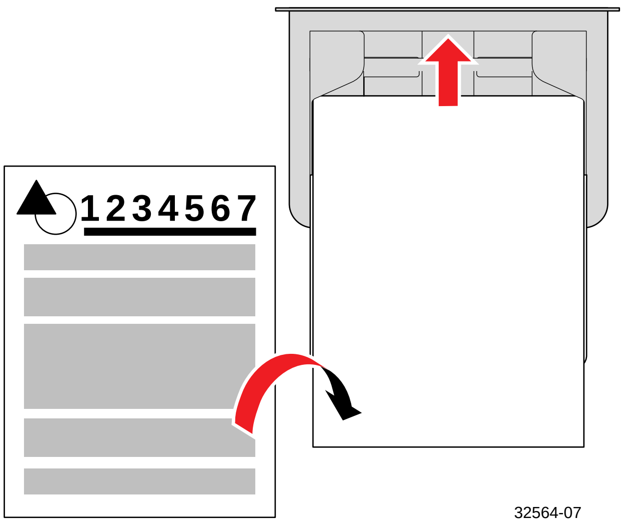
4. In the **Print** screen (using a supported driver), select **Multi-Purpose Tray** as the Paper Source or Tray Selection. Send the job to the printer.
5. Remove the printed paper from the output tray.

Side 2

Note

For a multi-page document, print **even-numbered pages for Side 2.** (This selection is application-specific).

1. Insert the paper with the **blank side *face-up.***



2. In the printer's front panel, select the media type and size at the prompt.
3. In the **Print** screen (using a supported driver), select **Multi-Purpose Tray** as the Paper Source or Tray Selection. Send the job to the printer.
4. Remove the printed paper from the output tray.

Troubleshooting Print Quality

For detailed troubleshooting information, refer to the printer's CD-ROM or the Tektronix Color Printer Knowledge Base web site:

www2.tek.com/TekSMART/

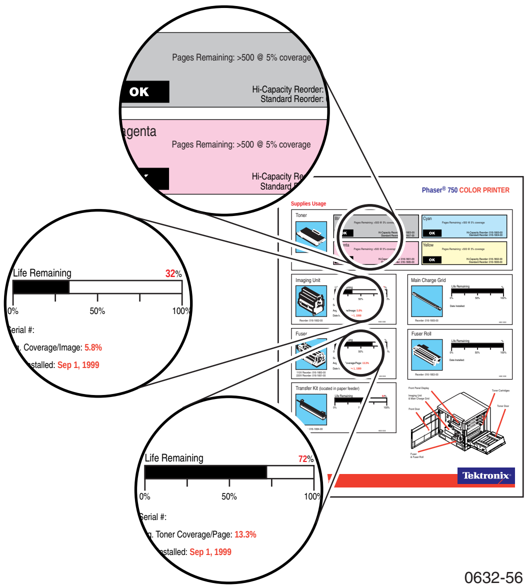
If you notice a problem with the quality of your prints, the probable solution is replacing one of the supplies. Keep in mind this basic guideline:

- If the symptom appears in a single color:
  Replace the Toner Cartridge.
- If the symptom appears in all colors:
  Replace the Imaging Unit, or **Fuser,** or **Fuser Roll,** or **Main Charge Grid,** or **Transfer Kit.**

To diagnose the problem, check these items:

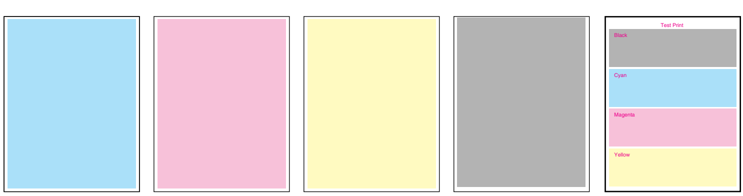
1. Check the front panel for messages on replacing supplies.

2. From the **Help** menu, scroll to **Supplies Information,** press **OK** and print the Supplies Page. Use it to diagnose and correct problems. The Supplies Page contains useful information, such as the remaining life for supplies.



0632-56

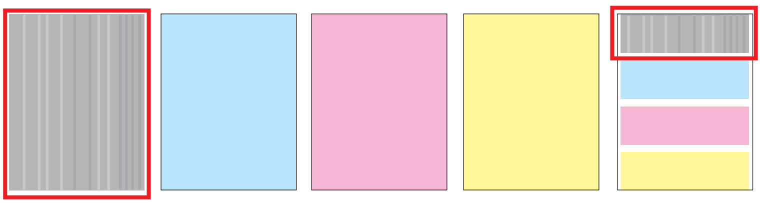
3. From the front panel **Help** menu, scroll to **Print Quality,** press **Menu,** scroll to **Help Pages,** press **Menu,** and print **Diagnostic Test Pages.** (This includes five color pages and one instruction page.) Examine the prints for symptoms.



0632-60

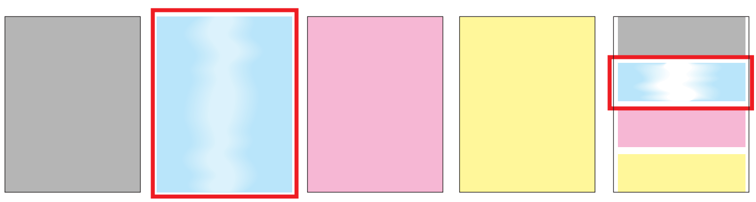
Symptom: Problem in one color only

- 1 color has many vertical streaks.



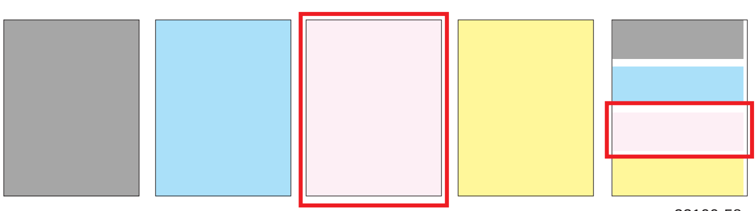
33100-61

- 1 color has a light vertical streak.



33100-59

- 1 color is light or faded.



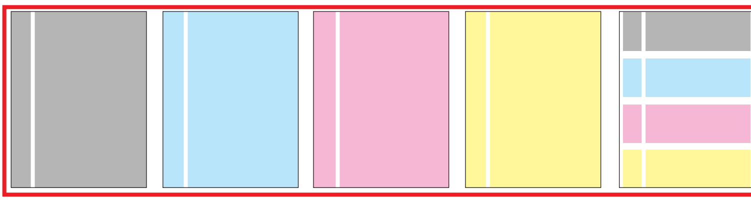
33100-58

Solution:

1. **Adjust the color density.**
   a. Press **Help,** and scroll to **Print Quality,** press **Menu,** scroll to **Calibrate Colors.** Press **Menu,** scroll to **Adjust Each Color.** Press **Menu.**
   b. Adjust the density of the color that has problems.
2. **Replace the Toner Cartridge of the color that has problems.**

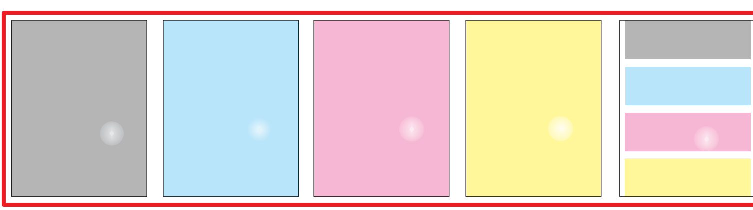
Symptom: Problem in all four colors

- Streak through all 4 colors.



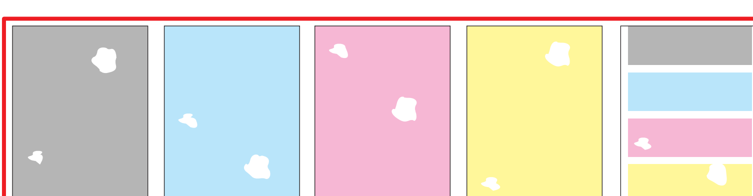
33100-57

- Spot in the same place on the page in all 4 colors.



33100-56

- Random spots appear on every page.



33100-55

Solution:

1. The choice of media; check the following:
   a. Use Tektronix media.
   b. Use the correct media tray for the media you are using.
   c. When using the Multi-Purpose Tray, select the correct media in the front panel.
2. Run **Clean for Smudges.** Press **Help,** scroll to **Print Quality.** Press **Menu,** scroll to **Clean for Smudges.** Press **Ok** and press **Confirm.**
3. Print about 25 blank pages until the problem disappears.
4. **Replace Imaging Unit, or Fuser, or Fuser Roll.**

Symptom: All four colors are solid black

Prints are black (edge to edge).

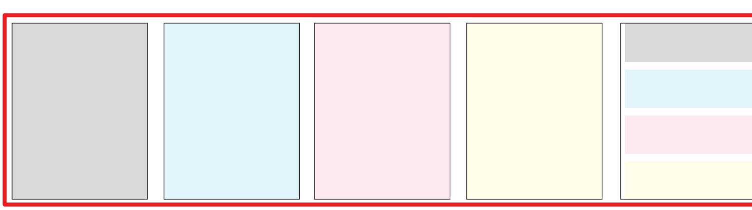


33100-54

Solution:

Remove then re-insert the Main Charge Grid. If problem persists, replace the Main Charge Grid.

Symptom: All four colors are extremely faded



33100-53

Solution:

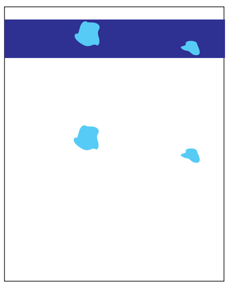
1. Choice of media; check the following:
    - Use Tektronix media.
    - Use the correct media tray for the media you are using.
    - When using the Multi-Purpose Tray, select the correct media in the front panel.
2. Relative humidity may be too low (below 30 percent relative humidity).

- Refer to Calibrate for Paper in the printer's front panel and run this mode:
    - Press **Help,** scroll to **Print Quality,** press **Menu,** scroll to **Calibrate for Paper,** press **Menu,** print the references pages. Follow the instructions on these pages and adjust the transfer setting.

3. **Replace imaging unit or transfer kit.**

Symptom: Pieces of print image missing all four colors

1. Pieces of the printed image are missing and reappear out of place, approximately 129 mm (5 in.) down the page.



33100-67

2. Media frequently wraps around the Fuser **(Jam at C).**

Solution:

1. Choice of media; check the following:
   - Use appropriate media in the correct tray location; refer to *page 13* through *page 28*.
   - Print 10-20 blank pages of **plain** paper.
   - To avoid jams with **Tektronix Transparencies,** make sure that the logo strip is loaded ***face-down*** for the Multi-Purpose Tray and ***face-up*** for the Transparency tray.
2. If **Jam at C,** clear the media jam and run the front panel's Clean for Smudges cleaning routine (5 blank pages will print to clean the roller). Press **OK** and then press **Confirm.**
3. **Replace Fuser.**

Media Jams

Preventing media jams

- To reduce the frequency of paper and transparency jams, use Tektronix media and occasionally clean the rollers. From the **Help Menu,** scroll to **Print Quality** and press **OK.** Scroll to the **Help Pages** and press **OK.** Scroll to the **Paper Tips** and print and read the tips to avoid media jams.
- When using the Multi-Purpose Tray, always set the media thickness switch for the media you are using. See *page 17*.
- If the printer frequently reports **Jam at Multi-Purpose,** move the media thickness switch to a thicker setting.

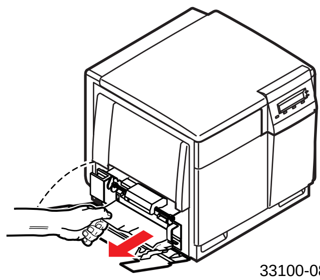
Jam-Wrong Media

1. Check the trays to make sure that they contain the proper media.
   a. Check all PAPER trays and remove all transparencies.
   b. Check all TRANSPARENCY trays and remove all paper.
   c. If printing from the Multi-Purpose Tray, make sure that the correct media type is selected from the front panel.
2. Open the left side door, remove the jammed media. See Jam at A illustrations.

Jam at A

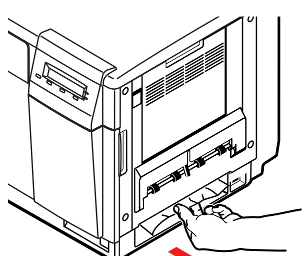
Solution 1

Open the left side door; remove the jammed media.


33100-08

Solution 2

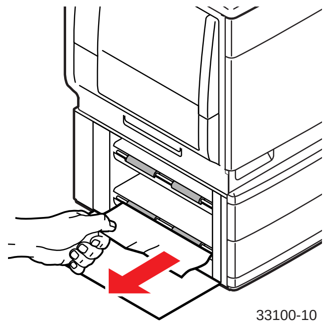
Remove the media tray; remove the jammed media from inside the printer.


33100-09

Jam at B (Lower Tray Assembly Only)

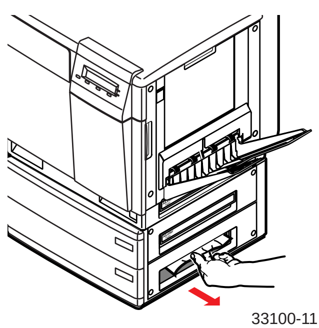
Solution 1

Open the lower left side door and remove the jammed media.



Solution 2

Remove the selected media tray (middle or lower tray) and remove the jammed media from inside the printer.

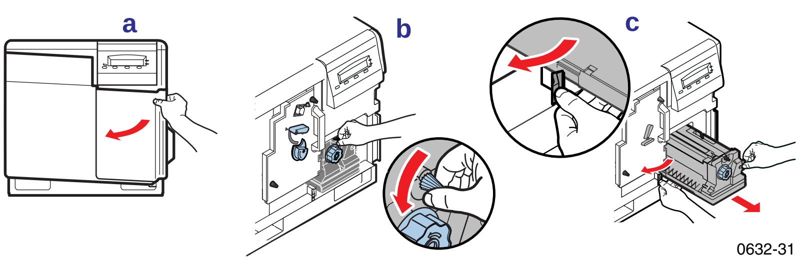


Jam at C

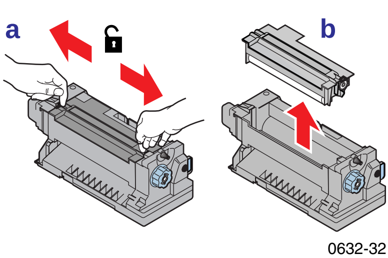
Caution

The Fuser is hot. To avoid personal injury, use caution or wait for the Fuser to cool before touching it.

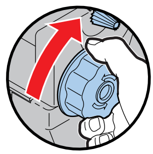
1. Remove the Fuser:
    - **a.** Open the printer's front door.
    - **b.** To unlock the Fuser, turn the small blue thumbscrew *counterclockwise.*
    - **c.** At the lower left side of the Fuser, press the safety catch and slide the Fuser out of the printer.



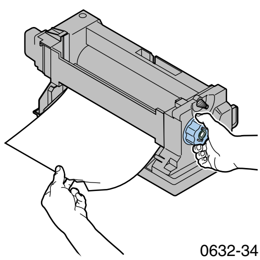
2. Remove the Fuser Roll:
    - **a.** To unlock the Fuser Roll, press *out* on the two tabs.
    - **b.** Lift the Fuser Roll out of the Fuser and set the roll aside.



3. To release the jammed media, turn the Fuser's large blue knob *clockwise* or *counterclockwise*.



4. Remove the jammed media from the Fuser.



5. Re-insert the Fuser Roll into the Fuser; re-install the Fuser.

6. The printer automatically prints five blank pages which cleans the fuser and then resumes the current print job.

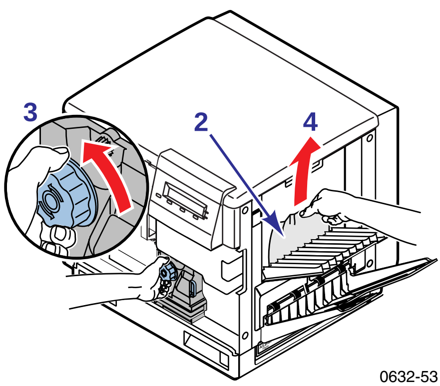
Jam at D

Caution

The Fuser is hot. To avoid personal injury, use caution or wait for it to cool before touching it.

Solution 1

1. Open the front door.
2. Pull open the access door; the media is visible.
3. Turn the Fuser's large blue knob *counterclockwise.*
4. Remove the media.

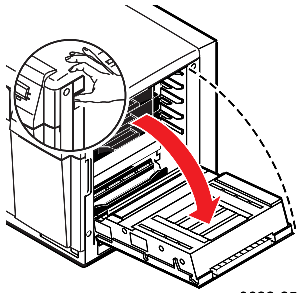


Caution

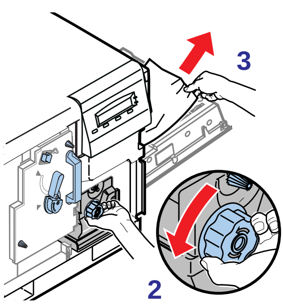
If the Fuser knob does not turn, do not force it or you may damage the Fuser. Instead, remove the Fuser and Fuser Roll; then turn the Fuser knob to release the jammed media.

Solution 2

1. Open the front door ***and*** the right side door.



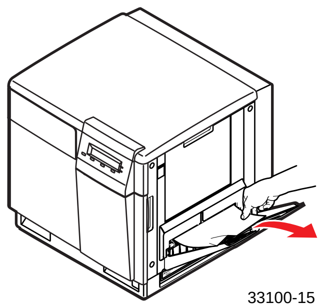
2. Turn the Fuser’s large blue knob *counterclockwise.*
3. Remove the jammed media.



Jam at E

Solution 1

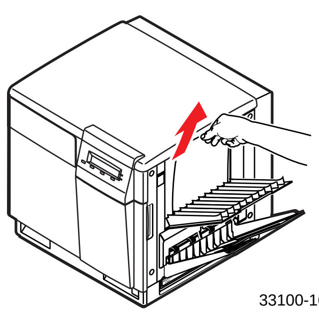
Remove the jammed media from the output tray.



33100-15

Solution 2

Pull open the access door (above the plastic output tray) and remove the media.

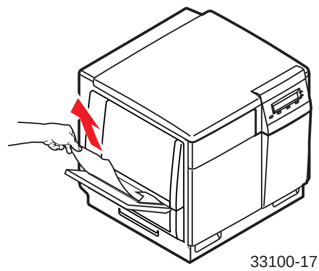


33100-16

Note

Open and close the printer's front door to clear the error message.

Jam at Multi-Purpose Tray



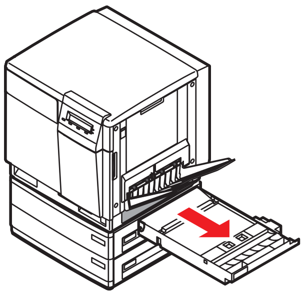
1. Remove all media in the Multi-Purpose Tray.
2. Remove the jammed media from the Multi-Purpose Tray.
3. Set the Media Thickness switch for the media you are using (*page 17*).
4. Re-insert the media in the Multi-Purpose Tray.

Note

To clear the error message, open and close the printer’s front door.

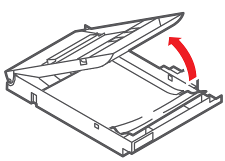
Jam at Duplex Unit

1. Remove the Duplex Unit (it is in the printer's ***upper*** slot).



0632-37

2. Open the Duplex Unit.

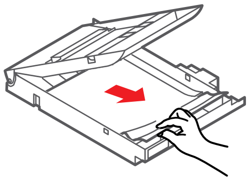


0632-38

Note

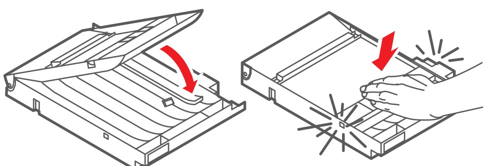
If paper is not in the Duplex Unit, open the right side door; paper may be jammed there.

3. Remove the jammed media.



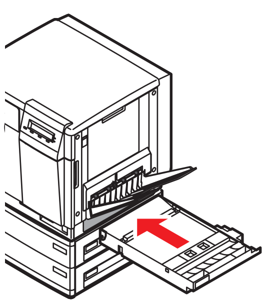
0632-39

4. Close the Duplex Unit; press down to make sure that it snaps shut on both sides.



0632-40

5. Re-insert the Duplex Unit into the printer's ***upper*** slot.



0632-41

Getting Help

Getting Help gives you a comprehensive set of instructions to solve printer problems. The printer's auto-running CD-ROM guides you to the various resources available for installing and learning more about your Tektronix color printer. Use the CD-ROM to install your printer driver software, view and print user documentation, and watch *how-to* videos. Live Internet links on the CD-ROM let you access the Tektronix Color Connection web site, your single source for color education, interactive tutorials, free templates and support information.

The front panel Help button:

- Offers you a suite of tools along with information pages to help solve printing quality, media feed, supplies, and printer administration problems.
- To print the two-page Help Guide: at the printer’s front panel, press **Help,** then press **Print.**

Printer CD-ROM

- Advanced Features and Troubleshooting Manual
- Supplies instructions
- Setup Guide poster
- Video help
- Networking manuals
- Repacking instructions
- Printer drivers
- Material Safety Data Sheets (MSDS)

Tektronix web site

www.tek.com/Color_Printers/

- Product and supplies information
- Downloading printer drivers
- Finding your local reseller
- Online documentation

TekSMART™ Knowledge Base

www2.tek.com/TekSMART/

- Is the same troubleshooting knowledge base used by Tektronix Customer Support staff
- Application issues
- Networking issues
- Printer errors
- Print-quality issues
- Troubleshooting

PhaserLink™ Software

www.tek.com/Color_Printers/products/phaserlink.html

- View printer status using any web browser
- Control printer settings
- Link to online documentation via the World Wide Web
- Requires network connection via TCP/IP

Color Connection

www.colorconnection.tektronix.com

Color resource for tools and information to help you get the most out of your color printer:

- Interactive tutorials and helpful tips for using your printer and favorite software applications
- Easy access to online technical support.
- Customized features to meet your individual needs

Other online services

Anonymous ftp server:	ftp.tek.com/Color_Printers/
Subscribe to email update notices:	www.colorconnection.tektronix.com

U. S.
1-800-835-6100

Canada
1-800-563-1289

Outside U.S. and Canada
Contact your local Tektronix office for a list of local resellers

Customer Support Centers

U. S. and Canada
1-800-835-6100

Australia
1800 811 177

Austria
0 660 5804

Belgium
0800 1 5059

Denmark
80 01 81 76

Eastern Europe and the Middle East
+44 1908 681707

Finland
0800 1 14494

France
05 90 85 41

Germany
0130 82 10 68

Italy
1678 77261

Luxembourg
0800 2853

Norway
800 11782

Spain
900 97 4499

Sweden
020 795 177

Switzerland
155 9493

The Netherlands
06 0221647

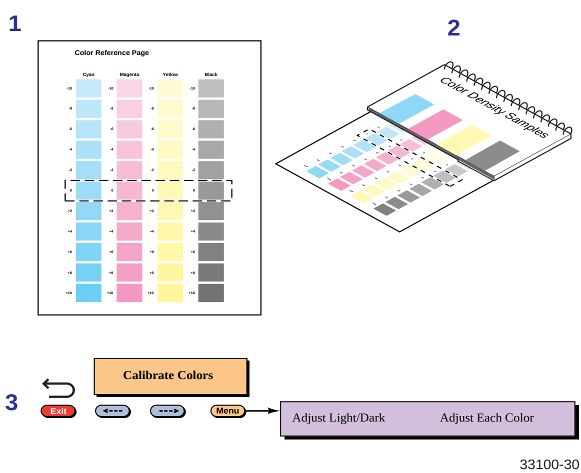
UK
0800 558668

Controlling Color Density

When colors look faded, adjust the toner color density to extend the life of the components.

Print and use the Color Reference Page

1. In the printer's front panel, press **Help** scroll to **Print Quality.** Press **Menu,** scroll to **Calibrate Colors.** Press **Menu,** scroll to **Adjust Each Color.** Press **Menu,** and print the **Color Reference Page.**
2. Compare the Color Reference Page to the Color Density Samples. Make a note of the value (–10 to +10) for each color that most closely matches the samples.
3. Adjust the density for each color: Enter the value noted in Step ***2*** in the **Calibrate Colors** menu, under **Adjust Each Color.**
   - *Decrease* color density: Press <---.
   - *Increase* color density: Press --->.
4. Reprint the Color Reference Page; check your adjustments.



Tektronix®

Printed on recycled paper

071-0632-00